

**Pima Utility Company**  
**W-02199A-11-0329**  
**SW-02199A-11-0330**

ORIGINAL



0000135344

Dear Commissioner:  
March 13 2012.

Thank you for the opportunity to express my concern in the Pima Utility Co. proposed rate increase.

My name is Richard Vaughn  
I live at 10613 E Navajo Pl. Sun Lakes Az.  
I have been a Pima Utility Co. Customer for 15 Yrs.

Pima has sent us a letter explaining the rate hike. They Quote us a raise of \$8.89 average per month a 29% increase.

This doesn't cover the fact that they are raising the H.O.A.'s rate for the water they use in the common areas And the golf courses.

This rate will be an approximate 94% . This raise will have to be passed on to the home owners in the form of a dues hike.

Pima claims they haven't raised their rates in the past 16 yrs..

As a retired businessman for over forty yrs. I am aware of raising costs and labor raises almost every year. I know raising costs are a matter that has to be dealt with every year. This leads me to believe that Pima has been charging us too much the last 16 yrs..

Thank you for listening to my appeal and I ask you to look deep into this excessive Pima request.

Your truly

*Richard Vaughn*  
Richard Vaughn

Anzona Corporation Commission  
**DOCKETED**

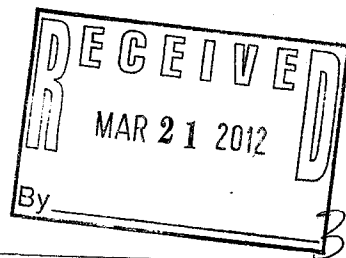
MAR 22 2012



AZ CORP COMMISSION  
DOCKET CONTROL

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RECEIVED



Commissioners:

We are writing to let you know that we object to the request of Pima Utility to increase the monthly water rate by more than 90%. We realize that there probably is a need for repairs and improvement but this amount seems excessive and hope you will agree.

We are both retired and live on a fixed income. Every year our expenses (living & medical) have increased while our income has stayed the same.

We know you will give this your most careful consideration.

Thank you.

Barbara Solomon

Otto J. Solomon

9219 E. Sun Lakes Blvd. S.

Sun Lakes, Az 85248

480-802-2153 Home phone

## Antonio Gill

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**From:** linda thornton [linthornton@yahoo.com]  
**Sent:** Thursday, March 15, 2012 7:35 PM  
**To:** Stump-Web; Kennedy-Web; Pierce-Web; Burns-Web; Newman-Web  
**Subject:** Pima Utilities

Dear Commissioner,

I think that Pima Utility nearly doubling the water rate at Sun Lakes, AZ is outrageous. Please do not allow this to pass. Many of us are on fixed incomes and it would certainly have an effect on homeowners fees.

Sincerely,  
God bless you always,  
Linda Brunelli

## Antonio Gill

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**From:** rdburns5@mchsi.com  
**Sent:** Friday, March 16, 2012 9:19 AM  
**To:** Pierce-Web  
**Subject:** Proposed water rate increase

Mr. Pierce

I am a resident of Sun Lakes, and I want to be on record regarding your proposed water rate increase. I do not believe doubling water rates is either fair or reasonable. Particularly when you are borrowing millions to provide a payout to shareholders. It's always easier to pick somebody's pocket (ours) than to make tough decisions. I hope you will reconsider this action.

Roger Burns  
Palo Verde, Sun Lakes AZ.

## Antonio Gill

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**From:** Virgil Fisher [handy\_helpful4u@live.com]  
**Sent:** Friday, March 16, 2012 7:18 AM  
**To:** Newman-Web; Stump-Web; Kennedy-Web; Pierce-Web; Burns-Web  
**Subject:** Vote No/Water Increase

Reasons for a NO vote for water increase:

1. Increase in irrigation water from \$0.36 per thousand gallons to \$.070 per thousand equals a 94.44% increase.
2. Effluent water increase is a 23.01% increase and costs more to produce than irrigation water.
3. Allowing for income tax expense of the shareholders to be passed to the ratepayers.
4. Pima and the shareholders want to double their rate of return on equity to 9.47%.
5. New loan request from Pima for \$2,500,000 to pay their shareholders another large distribution.
6. Pima is loaning their excess cash to affiliates rather than paying shareholders or further paying down debt to reduce their interest expense.

Our HOA will be filing an objection as well!

Virgil Fisher  
9122 E. Olive Lane S.  
Sun Lakes, AZ 85248  
480 802 6867

## **Antonio Gill**

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**From:** njb jec [njbjec@live.com]  
**Sent:** Friday, March 16, 2012 6:44 AM  
**To:** Stump-Web  
**Cc:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web  
**Subject:** PIMA Increase Response

**Why is it that government officials feel the need to ask for way more than they need in the hopes of meeting the need. In the process lots of man hours are wasted reading protests to the situation. In this case, which I am not usually motivated enough to do, I feel it is necessary to respond.**

**There are already people who are strapped and can't meet their monthly bills. Some of those individuals live in an HOA where this increase has a double impact.**

**I have seen various talking points regarding this increase and wonder who is looking at balancing the budget on the Board. Utilities making money off the less fortunate consumer. Maybe PIMA could include talking points like, "Instead of making \$100K/yr salary we are reducing our salaries to a more realistic wage that our consumers experience.**

**Because I live in an HOA I will experience an increase in my personal bill, but I will no doubt have the increase that the HOA experiences passed onto me as well.**

**When is the last time YOU AS BOARD MEMBERS actually had a budget at home and lived paycheck to paycheck?**

**Janice Byers  
Consumer Pima Utility Company  
10937 E. Chestnut Dr.  
Sun Lakes, AZ 85248-7913**

## Antonio Gill

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**From:** John Maxwell [jwmax816@msn.com]  
**Sent:** Thursday, March 15, 2012 8:11 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility Proposed Rate Increase

The proposed increase of 94.44% is unconscionable. I thought at first that it was a joke. No such luck.

Please do whatever is reasonable and possible to put a stop to this ridiculous rate increase in just one year.

I am a homeowner in Sun Lakes Unit 4 and live here year round. Thank you for your help.

John Maxwell  
8803 E Fairway Blvd  
Sun Lakes, AZ 85248

[jwmax816@msn.com](mailto:jwmax816@msn.com)

**Antonio Gill**

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**From:** OKOKMIKE@aol.com  
**Sent:** Thursday, March 15, 2012 12:37 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** OBJECTION - PROPOSED PIMA UTILITY WATER RATE INCREASE

Paul Newman 602-542-3682 [Newman-web@azcc.gov](mailto:Newman-web@azcc.gov)  
Brenda Burns 602-542-0745 [Burns-web@azcc.gov](mailto:Burns-web@azcc.gov)  
Gary Pierce 602-542-3933 [Pierce-web@azcc.gov](mailto:Pierce-web@azcc.gov)  
Sandra Kennedy 602-542-3625 [Kennedy-web@azcc.gov](mailto:Kennedy-web@azcc.gov)  
Stump 602-542-3935 [Stump-web@azcc.gov](mailto:Stump-web@azcc.gov)

TO THE HONORABLE COMMISSDIONERS;

My name is: Michael Loshin

I am a Homeowner residing at: 9402 E Olive Lane S  
Sun Lakes, Az 85248  
HOA 1: Unit 5 - Lot 097

I am a customer of Pima Utility Company

I am writing to register my objection to the increase in water rates proposed by Pima Utility Company assesss to each lot for Golf Course irrigation.

The increase proposed almost doubles the assessment per lot and in light of the severe economic conditions we are facing today, especially with so many affected on fixed incomes, I find such a substantial increase to be an unreasonable burden and hardship to the homeowners.

Perhaps the watering/irrigation systems can be improved and the watering programs can be altered to find alternative measures to better conserve water usage for the golf course, including re-cycling , if not already used.

I urge you to please reject the rate increase as proposed.

Thank you for your attention and consideration.

Sincerely,  
Michael Loshin  
9402 E Olive Lane S  
Sun Lakes, Az 85248  
HOA 1: Unit 5 - Lot 097



## Antonio Gill

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**From:** Blaine [gbedmison4@sasktel.net]  
**Sent:** Saturday, March 17, 2012 10:04 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility Request for 94.44 percent rate increase

We are snow birds and own a vacation property at 26437 S Snead Dr., Sun Lakes Az 85248 (HOA#1 )

We object to the Pima Utility Company request for a 94.44 percent rate increase in water rates

The first year we we in Sun Lakes I called the Utility to request a seasonal "shut –off" for the period we were away. The Company replied it would cost more to have a service call to shut it off and to return to shut it back on. In short we paid regular monthly charges for services we never required. It certainly felt like we we being held up for ransom.

Now to request a 94.44 percent only adds insult to injury.

There people in this community (RETIREMENT COMMUNITY) who because of the current economic conditions are having trouble paying their property taxes and the Home Owners Dues. An increase of this amount is not justified.

Please record our objection to any increase what so ever because we pay for services never used already

Respectfully submitted

Mr. & Mrs. G. Blaine EDMISON

[gbedmison4@sasktel.net](mailto:gbedmison4@sasktel.net)

## Antonio Gill

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**From:** Charlene Clausen [charlenejclausen@yahoo.com]  
**Sent:** Saturday, March 17, 2012 6:52 PM  
**To:** Newman-Web; Burns-Web; Kennedy-Web; Stump-Web; Pierce-Web  
**Subject:** Pima Utility Increase

Dear Commissioner:

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. The company is proposing rate increases for water and sewer. While an increase may be in order, their proposal is mis-leading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing; ie. meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is increased 33.9%. Add the 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners as well. Please carefully consider these facts before granting any rate increases.

The following facts are of great concern to us!

- Increase in irrigation water from \$0.36 per thousand gallons to \$.070 per thousand equals a 94.44% increase.
- Effluent water increase is a 23.01% increase and costs more to produce than irrigation water.
- Allowing for income tax expense of the shareholders to be passed to the ratepayers.
- Pima and the shareholders want to double their rate of return on equity to 9.47%.
- New loan request from Pima for \$2,500,000 to pay their shareholders another large distribution.
- Pima is loaning their excess cash to affiliates rather than paying shareholders or further paying down debt to reduce their interest expense.

Sincerely

Hank and Charlene Clausen

## Antonio Gill

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**From:** Betty Wilson [wilsonbetty747@gmail.com]  
**Sent:** Saturday, March 17, 2012 3:16 PM  
**To:** Pierce-Web  
**Subject:** Pima Utility Increase

My name is Arnold C Wilson and I reside at 26431 South Lakeview Drive in Sun Lakes, Az 85248. I have been a customer of Pima Utility for many years and understand the necessity for an increase occasionally, however, a nearly 50% increase is definitely out of hand. I am really distressed to learn of this and at this writing I am voicing my objection.

## Antonio Gill

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**From:** Trish English [trishnbill69@gmail.com]  
**Sent:** Saturday, March 17, 2012 2:00 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility Company Requested Water and Sewer Rate Increase

Dear Commissioners,

We received a notification from our HOA (Sun Lakes HOA #2 - Cottonwood/Palo Verde) informing us of the water and sewer rate increase that Pima Utility Company is requesting from the Arizona Corporation Commission. They suggested that all the residents in our community write to voice our objection of Pima's filing this rate hike petition.

From what my husband and I have read, if the Pima Utility increase application is granted, it would almost double our monthly water and sewer bill. The increase for our association would be devastating to our budget (\$171,500 per year to \$333,500 annually) and I'm sure this would result in a substantial increase to our annually dues. We are a community of retired individuals and couples on fixed incomes and increases such as these would really take a financial toll on many of us.

We all understand the periodic rate increases are needed for a business to remain profitable but this requested hike is excessive.

We kindly ask that the Arizona Corporation Commission, decline this unreasonable rate hike request.

Kind regards,

Trish and Bill English  
26605 South Saddle Tree Drive  
Sun Lakes, AZ 85248  
480-802-3599

## Antonio Gill

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**From:** Mark Rotchford [mdrotch@gmail.com]  
**Sent:** Saturday, March 17, 2012 9:39 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stumkp-web@azcc.gov  
**Subject:** Objection to Pima Utilities Proposed rate increase

Gentlemen: My name is Mark D. Rotchford, 10034 E. Chestnut Dr., Sun Lakes, AZ, and I'm a customer of the Pima Utility Company.

I'm objecting to Pima Utility Company's request for a rate increase for water and wastewater. A water cost to customer increase of 94.4% and a cost increase of 22.2% for wastewater, is not justified.

Please consider this email an objection to it's requests.

Thank you.

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Mark D. Rotchford  
Sun Lakes, AZ

## Antonio Gill

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**From:** Ray Rohr [rayrohr@magma.ca]  
**Sent:** Saturday, March 17, 2012 8:27 AM  
**To:** Burns-Web; Pierce-Web; Kennedt-web@azcc.gov; Newman-Web; Stump-Web  
**Subject:** PIMA Utilities Proposed Rate Increase

Dear Commissioners:

I am A PIMA Utilities customer residing at 10605 East Elmhurst Drive in Sun Lakes, Arizona and I would like to lodge an objection to the rate increases proposed by PIMA Utilities. From the information I have obtained I must conclude that the proposed increases are excessive and simply not justified. In your review of their proposal I urge you to investigate some of the allegations that have surfaced which support my conclusions before you grant PIMA any rate increase. These allegations include the following:

1. The rate increase will allow the shareholders to double their rate of return on equity to 9.47%. That obviously is out of line with today's economic reality.
2. The proposal will allow PIMA to pass on income tax expense of the shareholders to the ratepayers.
3. The increase and associated provisions, will allow PIMA to pay their shareholders an inordinately large distribution.
4. PIMA is currently loaning their excess cash to affiliates rather than paying shareholders or further paying down debt to reduce their interest expense.

Thank you for taking these concerns into consideration.

Ray Rohr  
10605 East Elmhurst Drive  
Sun lakes, AZ  
480-895-5694

## Antonio Gill

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**From:** Joyce Phillips [phillipsjp47@gmail.com]  
**Sent:** Friday, March 16, 2012 8:00 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility proposed water rate increase

We as owners and customers of Pima Utility Co. do adamantly oppose the proposed water rate increase of Pima Utility Co.

SLCC/HOA #1 Golf course/commons areas water cost for 2011 was \$103,605 (\$48.44/unit/lot). The proposed rate will increase to \$201,454 (\$94.18/unit/lot). Calculations based on 2139 units. The old current rate is \$.36/1000 gals. The proposed rate is \$.70/1000 gals which equates to a whopping 94.44% increase. Never in our working careers as educators/administrator did we EVER get a 94% raise--often times we were asked or TOLD, there will be no raise and at times we were asked to take a salary CUT!! Being on a fixed income we find the proposed rate hike of 94% is completely ridiculous. For 2012, we got a 3% increase in our Social Security paychecks BUT, our Medicare payments went up 5% which means we went BACKWARDS 2%!! Leave the rates alone! No increase!! Pima Utility Co. is very solvent the way they are!!

Respectfully-  
Patrick and Joyce Phillips  
25626 So. Fairway Ct.  
Sun Lakes, AZ. 85248

## Antonio Gill

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**From:** John Manke [jwmanke45@yahoo.com]  
**Sent:** Friday, March 16, 2012 2:20 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima rate increase

I, John Manke at 25622 S Burnaby Drive, Sun Lakes, AZ 85248 feel the rate increase is the biggest percentage increase I have ever seen on any bill I've ever paid. The fact that it is being used to pay for irresponsible spending such as income tax expenses of the shareholders after giving them an even larger distribution is just plain wrong. We are on fixed income and a lot of us have lost money due to the rising cost of about everything. A large distribution to board members at this time is criminal. Please help control the madness.

John Manke



## Antonio Gill

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**From:** Joan McCormick [1azredhead@gmail.com]  
**Sent:** Friday, March 16, 2012 12:12 PM  
**To:** Newman-Web  
**Cc:** Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utilities proposed water rate increase . .

How can you, in this dreadful economy and in a time when the current federal administration, despite the actual inflation that we all are living under, has not even given a cost of living increase for the past two years to seniors on VERY fixed incomes . . how can you even think of a rate increase on irrigation water??? You further insult our intelligence when the water meter fee no longer includes the first 1,000 gallons of water, as it has in the past . . and don't even bother to mention it.

PLEASE consider the impact of nearly \$4 gasoline and higher food costs on seniors and don't add to our misery. Thank you for taking the time to read this plea.

Joan McCormick, age 81,  
26217 S. Cloverland Drive, Sun Lakes

## Antonio Gill

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**From:** Ronald Gaw [r.gaw@cox.net]  
**Sent:** Monday, March 19, 2012 11:54 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web; nealpeer@aol.com  
**Subject:** Rate increase

Dear Commissioner,

My name is Sandra Gaw and my husband and I are customers of the Pima Utility Company. I am writing this letter in regards to the rate hike that you have proposed. My husband and I live off of a fixed income, and everything that we need to live is going up in price on a daily basis. The cost of food, gasoline for our car, gas to heat our home, and electricity are just a few examples. Now you want to double the cost of our water. This is a classic example of pure greed, as I cannot see any rational reason to double the cost of our water. I would understand an increase of 5% or even 10% but you want to jack it up by 100% and this is just plain robbery. I know that forty five dollars to you is nothing to you; however that same forty five dollars represents a weeks worth of food, a tank of gas for our car, or a months supply of one of our prescriptions. All of these things are highly important to us and are just a few examples. What ever we have to cut from our budget could have disastrous consequences, and this is because we need water to drink, bathe, and flush our toilet. It is not fair that you are putting us and a lot of elderly citizens in a very precarious position. I know that there are a lot of people out there that have even less of an income than us. I am asking...no demanding that you do not double the amount that we are currently paying for our water rates. It will not only affect us, it will affect most of the people that live in our community. Your greed should be set aside for the greater good of our community. I am totally against this rate hike. It is way out of line and unfair to everyone except you. Thank you for your time and consideration.

Sincerely,

Sandra R. Gaw  
26228 South Lakeview Drive  
Sun Lakes AZ, 85248

480-455-8399

## Antonio Gill

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**From:** Marty Shwaiko [martymorris100@aol.com]  
**Sent:** Monday, March 19, 2012 11:39 AM  
**Subject:** Pima Utilities

I live on a fixed income and cannot believe the audacity of Pima Utilities proposal of increasing our water and wastewater rates 94.4%!! I would believe this to be illegal.

What happened to the 1 to 2% increase that usually takes place.

Everything is taking a raise except our incomes. Lets be realistic and vote this down.

Thank you. Martha Morris Shwaiko, Sun Lakes, AZ

## Antonio Gill

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**From:** ginny hunter [ghunter101@hotmail.com]  
**Sent:** Sunday, March 18, 2012 5:43 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility rate increase

Dear Commissioners,

I am a long time resident of Sun Lakes in Maricopa County. Please do not allow Pima Utility to increase our rates. I have all I can do to pay my current bills since I am on a fixed income with no hope of an increase from anywhere. This is a wonderful retirement community and I hope & pray I can continue to afford to live here.

Thank you for your consideration & help,

Sincerely,

Arlene McMahon  
26622 South Howard Drive  
Sun Lakes, Az. 85248  
480-895-4802

## Antonio Gill

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**From:** ginny hunter [ghunter101@hotmail.com]  
**Sent:** Sunday, March 18, 2012 5:31 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** PimaUtility rate hike

Dear Commissioner:

Please consider the terrible stress this utility rate increase will bare on the Sun Lakes residents who are on fixed incomes. We have no hope of a cost of living increase from anyone. It is sad to think that we senior citizens may not be able to afford to live in this lovely retirement community.

Thank you for your consideration and time and effort on our behalf.

Sincerely,

Virginia Hunter  
26430 South Howard Drive  
Sun Lakes, Az. 85248  
480-802-6953

## Antonio Gill

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**From:** Donald Honikel [dfhonikel@gmail.com]  
**Sent:** Sunday, March 18, 2012 5:04 PM  
**To:** Pierce-Web  
**Subject:** Fwd: Pima Utility:

Begin forwarded message:

**From:** Donald Honikel <[dfhonikel@gmail.com](mailto:dfhonikel@gmail.com)>  
**Subject:** Pima Utility:  
**Date:** March 18, 2012 5:01:49 PM MST  
**To:** [Pierce-web@azcc.gov](mailto:Pierce-web@azcc.gov)

Mr. Gary Pierce, Commissioner  
Arizona Corporation Commission  
1200 W. Washington - 2nd Floor  
Phoenix, AZ 85007

Commissioner Pierce;

I am a resident of Sun Lakes, Arizona. As retirees both my wife and myself are on fixed incomes. Recently, it has come to our attention that The Pima Utility Company has filed for a rate increase. The combined, requested increase for water and sewage would come to over 50%! I am sure that my shock over such a large increase is shared by the many thousands of rate payers here in Sun Lakes. I ask that you and the other commissioners reconsider the effect that this would have on the Sun Lakes community. I ask you to look further into Pima's justification for such a huge rate increase. Thank you in advance for your consideration.

Very truly,

Donald &

24517 S.

Sun Lakes,

480-802-1629

Louise Honikel

Starcrest Drive

AZ 85248

[dfhonikel@gmail.com](mailto:dfhonikel@gmail.com)

## Antonio Gill

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**From:** Jags31@aol.com  
**Sent:** Sunday, March 18, 2012 3:16 PM  
**To:** Pierce-Web  
**Subject:** Sun Lakes Pima water rate increase

Dear Commissioners,

I am writing to let you know your proposed increase will cause many of the retired folks like me in Sun Lakes a larger expense rather than just a residential cost.

Your increase will also be an additional expense from our home owner assoc. Because they will pass their cost to the homeowner for all the golf course and greenbelt landscaping we have to maintain that the county requires.

While we have owners that are financially able to handle the cost, there are many that have bought their homes years ago that are on fixed income that does not get increases to cover your absorbent rate increase so can pay share holders distributions.

The amount that you are asking for from us and our association appears to be a total of 94.4 %.

I strongly object to the increase.

A Sun Lakes Homeowner

John Greenwood

11006 E San Tan Blvd.

Sun Lakes, AZ. 85248

## Antonio Gill

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**From:** michael robinson [drmrobinson@gmail.com]  
**Sent:** Sunday, March 18, 2012 11:00 AM  
**To:** Pierce-Web  
**Subject:** pima utilities rate increase

Dear Mr Pierce,

My name is Michael Robinson and I am a resident at 8935 Michigan, Sun lakes, 85248. I am very concerned about the proposed rate hike petitioned by Pima Utilities. Firstly, this is a 95% rate increase, and it is only fair the Pima Utilities demonstrate clearly why such a drastic rate increase is necessary. Also please consider that they provide water of a moderate quality, brakish by some classifications. Because it is not the best drinking water we have to install water filters and softeners, which need periodic replacement due to brine buildup. This increases the cost of their water to the consumer. This is an external cost to us that Pima Utilities has avoided paying as they spend little in making the water suitable for domestic consumption.

Please you must look carefully at this company and be sure this is not another case of unreasonable profitering.

Michael Robinson



## Antonio Gill

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**From:** Georgianne Giese [ggazcamper@yahoo.com]  
**Sent:** Sunday, March 18, 2012 9:10 AM  
**To:** Newman-Web; Pierce-Web; Burns-Web; Kennedy-Web; Stump-Web  
**Subject:** Proposed PIMA rate hike

We just found out about the extreme, almost 100% rate hike requested by PIMA for our water. As retired people, and customers of PIMA, we cannot afford such a hike and consider it out of line. If the water supply has dropped so much as to require doubling the price, we should have been notified a long time ago. Such things do not just happen suddenly. Furthermore, there is no concern for the customer in this rate hike, which is foolish and uneconomical in the long run. If there were any concern at all, not only would the rate hike be low and gradual, with high publicity and good reasons given, but PIMA would be helping consumers by teaching them to use alternative sources of water.

Alternative sources of water involve proper landscaping to capture water around plantings, and the development of cisterns, as is done in most other countries, even in places where water is scarce, as it might become here. E.G., landscaping does NOT slope toward the street, where water runs off and is wasted. Rather, it is channeled properly toward plantings. Rain water from roofs is captured in cisterns, where piping channels it underground to plantings. In our area, each 1000 sq. feet of roofing would yield an average of 7000 gallons of rain water collected per year.

Many resources are available locally to educate and assist people in these primitive and essential changes, but apparently PIMA has NOT chosen to get involved in education and exposing the community to such knowledge. They just seem to want to make a killing over a basic need. For examples of the right way to do things wrt water, consult with Greg Peterson of the Phoenix area Valley Permaculture Alliance <http://www.phoenixpermaculture.org/> and The Urban Farm [www.UrbanFarm.org](http://www.UrbanFarm.org). See also <http://www.harvesth2o.com/> for many resources and education.

--Georgianne Giese  
25626 S. Ontario Drive  
Sun Lakes, AZ 85248

"Democracy must be something more than two wolves and a sheep voting on what to have for dinner." --Uri Avnery in Tikkun

Arizona Corporation Commission  
Paul Newman  
Brenda Burns  
Gary Pierce  
Sandra Kennedy  
Bob Stump



We are customers of Pima Utility and very concerned about the increase of the water and wastewater fees. The increase in irrigation water to \$.070 per thousand is a 94.44% increase, which is very costly for our HOA, along with the increase in water and wastewater rates for individual homeowners.

Why is Pima loaning their excess cash to affiliates rather than paying shareholders or further paying down debt to reduce their interest expense??

Thank you for your time and please consider your customers.

A handwritten signature in cursive script, appearing to read "Roger &amp; Kathy Ivesdal".

Roger and Kathy Ivesdal  
10637 E. Michigan Ave  
Sun Lakes, AZ 85248

March 19, 2012

**Antonio Gill**

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**From:** Jan Martin [aljemartin@yahoo.com]  
**Sent:** Sunday, March 11, 2012 7:43 AM  
**To:** Pierce-Web  
**Subject:** Pima Rate Increases

We are residents of Sun Lakes, AZ and therefore customers of Pima Utilities. The company is proposing rate increases for water and sewer and though an increase may be in order, this proposal is misleading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing; i.e. meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is 33.9% plus a 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners as well by a significant increase in our home owners dues. Please carefully consider these facts before granting any rate increases.

Sincerely,

Alois & Janice Martin  
26417 S Flame Tree Dr  
Sun lakes, AZ 85248

## Antonio Gill

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**From:** Bob Hunsick [rohugolf@wbhsi.net]  
**Sent:** Wednesday, March 21, 2012 9:31 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility rate increase

Commissioners,

Our names are Barbara and Bob Hunsick, 26422 S, Boxwood Dr., Sun Lakes, AZ and we are customers of Pima Utility Company. We understand that they have requested an excessive rate hike for our community.

Irrigation water shows an increase of over 94%, Effluent water has a 23% increase and cost more than producing Irrigation water.

Our individual rates show a similar increase.

Pima and their shareholders want to double their rate of return on the equity to almost 10%.

Most of our inhabitants of Sun Lakes are retired folks with a fixed income.

Though we realize that there is sometimes a need for a slight increase in everything, gouging should be unacceptable.

We would appreciate your giving this request a fair look but remembering that a increase as asked would cause a real money bind on the vast majority of our community.

Thank you for your efforts and we hope that you will see our point of view and act accordingly.

Barbara/Bob Hunsick

"The difference between genius and stupidity is that genius has its limits."

Albert Einstein

## Antonio Gill

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**From:** krosenquist@q.com  
**Sent:** Tuesday, March 20, 2012 8:33 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utilities 94.4% rate increase

We are Dennis & Karen Rosenquist, 26029 S. Hollygreen Dr., Sun Lakes, AZ, and we are customers of Pima Utility.

We strongly object to Pima Utility's rate increase due mainly to the fact that we are on social security and just barely getting by. An increase of this amount especially in the area of irrigation water would affect our meager income status.

Thank you for your assistance.

## Antonio Gill

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**From:** Mike Meyer [mmeyer@solidconcepts.com]  
**Sent:** Monday, March 19, 2012 7:15 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Object to PIMA rate increase.  
**Attachments:** SnipImage.JPG

Dear Commissioners,

As a current customer of PIMA utilities, I object to the PIMA rate increase for all the reasons attached. Thank you in advance for your consideration relative to the significant increase.

Michael J Meyer  
9624 E Arrowvale Dr.  
Sun Lakes AZ 85248

## Antonio Gill

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**From:** Brent Billideau [brentbillideau@att.net]  
**Sent:** Thursday, March 22, 2012 10:48 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-wbe@azcc.gov  
**Cc:** Clint Warrell  
**Subject:** The Proposed rate hike by PIMA in Sun Lakes, #1

Dear AZ Corp Commissioners;

I am a resident of Sun Lakes HOA #1, and a customer of Pima Utility. I am writing to you today to enter a complaint against the proposed HUGE water rate increase by PIMA Utility on the HOA of Sun Lakes #1 in Chandler, AZ.

When I read of the proposed **94.+% rate increase** I asked my self, WHAT gives here???

Is this posturing (as in start high, take something less?) on the Utiities part, for a sizable rate increase...or are they serious about the rate proposed ?

**Who** can afford a double in cost of anything? ...let alone a basic item like water in a retirement community.

We are also billed for Sewer usage on the water we use...more insult to us, for as most of the water used does NOT go into the sewer, but into the ground, to irrigate the plants & shrubs in Sun Lakes. While I know that's another matter, its another high cost to the residents of Sun lakes.

What is the national (USA) rate of current inflation...2-3 %+..then where do they get the idea that anyone can absord a huge rate increase. How would YOU feel if this same rate increase were proposed for your homes street/development? A 94.% rate Increase..*that's absurd*. Kindly do the RIGHT thing and refuse this rate increase request.

My sincere thanks,  
*Brent Billideau*

26405 S. Nicklaus Drive  
Sun Lakes, AZ. 85248

cc: Clint Warrell, Sun Lakes HOA#1 BOD

## Antonio Gill

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**From:** hicksincon [hicksincon@aol.com]  
**Sent:** Thursday, March 22, 2012 9:27 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility Company

Dear Commissioners,

My name is DON HICKS. My wife and I live in Sun Lakes, Az. 85248 in the Palo Verde section. Our address is:

10918 E. Chestnut Dr.  
Sun Lakes, Az. 85248  
Ph. 480.895.5886  
E-mail address: [Hicksincon@Aol.com](mailto:Hicksincon@Aol.com)

We have lived here for 17+ years and are on a fixed income. We recently received a NOTICE of an INCREASE in our Water & Sewer rate from PIMA UTILITY COMPANY that amounts to about a \$107 per year increase. That works out to be about a 34% increase. That does not sound like very much and we could probably handle it without a lot of trouble however, the BIG INCREASE is in our HOA Irrigation Water rates. Our HOA cost for irrigation water for 2011 was \$171,560 or about \$45 per home. The proposed increase would raise that cost to \$333,500 +/- or about \$88 per home. That amounts to about a 94% increase! The homeowners pay for the irrigation water thru our annual homeowners dues. If the total increase is allowed, that is the individual home and the irrigation water, that would RAISE our yearly costs to about \$150 per year. That begins to get a bit much for those of us on fixed incomes.

We understand some increase is probably necessary since our systems are over 20 years old and lately maintenance in the form of replacing service lines has increased and is costly. However, we do not believe some 94% increase is needed nor is it justified.

Please take these points into consideration when the proposed price increase reaches the hearing stage.

Thank you for your consideration in this matter.

Respectfully,

Don Hicks< /span>



## Antonio Gill

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**From:** Leo Klebanow [lklebanow@att.net]  
**Sent:** Wednesday, March 21, 2012 8:25 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** PIMA Increase

Dear members of the Arizona Corporate Commission,

Pima's request to increase the water and wastewater (aka sewer) rates for their customers is the wrong request, for the wrong reasons, at the wrong time. This will definitely hurt their users and the economy. If stockholders and the company itself is getting a return on equity of 9.47%, that is enough. I get less than one percent return on my liquid assets. Anything else is a gamble.

Please turn their request down and ask for a rate reduction.

Thank you.

Leo Klebanow



Leo "Mickey" Klebanow  
25456 S Glenburn Dr  
Sun Lakes, AZ 85248

P: 480-636-1674 | M: 954-205-9522  
E: [lklebanow@att.net](mailto:lklebanow@att.net)

## Antonio Gill

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**From:** Bill Tinsley [ocbill@tinsley.net]  
**Sent:** Wednesday, March 21, 2012 1:14 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; kinnedy-web@azcc.gov; Stump-Web  
**Subject:** Proposed Rate Increase, Sun Lakes

3-21-2012

Ladies and Gentlemen of the Commission,

Pima Utility Company, a privately owned utility, is requesting a substantial rate hike for both water and wastewater for the Sun Lakes retirement community. I think there are approximately 12000 homes involved and we are (like with any utility) a captive audience. It is obvious that Pima Utility is attempting to take advantage of their position in the community. I understand they are requesting an increase approaching 30% for water and over 22% for wastewater.

Because we have no recourse or choice in this matter, we must depend on our elected and appointed officials, you folks, to provide oversight and fairness in these matters. Several years ago you allowed a very substantial increase in the wastewater fee with the proviso that there would be no further increase for some few years, I think 5. That increase may have had some merit because of inflation and capitol improvements. However, in the past few years there has been little to no inflation and in fact, many areas have been hit with deflation.

In addition to the sheer arithmetic of attempting to justify an increase of the magnitude they are requesting, there is the fact that the human element should be considered since most of the residents in this area are on a fixed income that is already under pressure from additional food costs and the mild hidden increases associated with an improving economy that don't appear in the government inflation reports. Not that the senior citizens deserve anything beyond what is fair, it just should be a consideration when it appears that gouging is being attempted.

I request each of you on the commission and your assistants provide serious due diligence as you examine their justification for a rate increase of the amounts they are requesting.

Thank you for your time and consideration,

O. C. Tinsley  
9602 E Bud Ct  
Sun Lakes, AZ 85248

## Antonio Gill

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**From:** Martibake@aol.com  
**Sent:** Friday, March 16, 2012 7:29 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utility Company Water Rate Increase

Dear Commissioners: We request that you carefully review the Water and Sewer rate increases requested by the Pima Utility Company for the Sun Lakes Communities. Their letter is deceptive and is a HUGE increase to our homeowner's association and to retirees on fixed incomes! This rate increase of 94.44% is completely out of line and unfair to our home owners.

Sincerely: Richard and Muriel Baker  
Sun Lakes, Az

**Antonio Gill**

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**From:** jdgbrock@q.com  
**Sent:** Friday, March 16, 2012 8:59 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
**Subject:** Pima Utilities proposed rate increase

I am a customer of Pima Utility Company residing at 26210 S. Buttonwood Dr. ;Sun Lakes Az. 85248. I object to the proposed increase because it is excessive.

Gerald Brock